

Insurance Information for Flood/Storm Victims

- Homeowners insurance policies do NOT cover losses related to flood.
- Property owners may have losses or damage from the storm that could be covered by homeowners insurance. It might be useful to contact your homeowners insurance agent to review your coverages. In addition, if you have flood insurance, your homeowners insurance agent may have sold you the flood insurance as well.
- If you have "comprehensive" coverage on your vehicles, damage to your automobiles from the flood or storm may be covered by your auto insurance policy.
- Damage to your home and belongings caused by *flood* is covered by "flood insurance" which is a separate insurance policy that can be purchased through the National Flood Insurance Program (NFIP) which is overseen by FEMA. Visit www.floodsmart.gov for more information.
- The NFIP offers a policy to cover damage to your dwelling, and one to cover your personal belongings (and a third to residential condo associations). You must apply and pay for these policies through an insurance agent. Flood insurance is sold by regular, licensed insurance companies. Many of the same companies that sell homeowners insurance, also sell flood insurance.
- According to the NFIP, nearly 25% of their claims come from people who did not reside in designated flood zones. There is flood insurance available for purchase for people who do not live in flood zones.
- If you live in an area designated by the federal gov't as a "flood zone" your mortgage company will require you to buy flood insurance. If you don't buy it, your mortgage company will usually "force place" flood insurance on your dwelling.
- To find out if you live in a flood zone or if you have flood insurance, contact the NFIP (www.floodsmart.gov, or toll free (888) 379-9531).
- The best time to review your homeowners insurance coverage is before a loss, but it's never too late to review your homeowners insurance policy to remember what's covered and what's not.
- If your home or belongings suffered damage in the storm or from the flood, mitigate further loss as quickly as possible. Make notes about steps you took to prevent further damage and keep track of expenses you incurred trying limit or reduce possible flood damage (e.g., sandbags).
- Watch out for unscrupulous contractors, adjusters and others who might take advantage of people feeling upset and hurried after a disaster. Read contracts, check licenses, don't pay in cash up front, and don't be pressured!

Questions about insurance can be directed toll free to the
ARIZONA DEPARTMENT OF INSURANCE
DIVISION OF CONSUMER AFFAIRS
(800) 325-2548 ~ www.id.stat.az.us